

**From:** [KathiPrudhomme@maximus.com](mailto:KathiPrudhomme@maximus.com) [<mailto:KathiPrudhomme@maximus.com>]  
**Sent:** Wednesday, January 09, 2013 4:33 PM  
**To:** Poole-Sims, Clarissa (DHCS-HCP-MED)  
**Cc:** Fares, Azadeh (DHCS-MED); [laneeadams@maximus.com](mailto:laneeadams@maximus.com); Ramey, Dale (Maximus); [SaraEsparza@maximus.com](mailto:SaraEsparza@maximus.com)  
**Subject:** Healthy Families Program Transition to Medi-Cal Phase 1B Reminder Notice--DRAFT for COMMENT

Good Afternoon, Clarissa,

MAXIMUS has reviewed the proposed text for the Reminder Notice for the Phase 1b population and we have feedback. I am not sure who should receive this feedback so I am directing it to you for your delivery to the correct party at DHCS. If you have any questions about our feedback, please let me know.

- One minor typo - "annual eligibility review" should be capitalized on page 2 of the letter. This was also on the Phase 1a reminder letter.
- A contact number is not included in the sections for Sacramento and LA dental plan selections which would be helpful for the families.
- The paragraphs on dental plan selection and Denti-Cal are somewhat confusing.
- With reference to the very last sentence on page 5 of the letter, about changing the health plan,, it would be helpful to include the steps for the family to follow if they want to change their health plan.
- In the FAQs on page 6, it refers to the December billing statement and this was appropriate for the Phase 1a reminder notice. For the 1b population, it will be the billing statement they receive in February for March.

If you have any questions about our feedback, please let me know.

Thank you,

Kathi

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